

AMENDMENT

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A method of assisting real estate sales with automation utilizing verbal communication, comprising:

providing question data to a voice services node;

providing a set of verbal questions to a real estate seller about a real estate listing corresponding to the question data from the voice services node over a voiced call, wherein the question data includes at least one of textual data and a set of pre-recordings, and wherein the set of verbal questions are derived from the question data through text-to-speech conversion if the question data is textual;

receiving verbal answers to the set of verbal questions from the real estate seller in the voiced call at the voice services node of an automated system;

interpreting the received verbal answers to produce listing data through at least one of: speech recognition and natural language understanding; and

posting the listing data for access by real estate customers through at least one of a web page and a communications network.

2. (Original) The method of claim 1, wherein providing a set of verbal questions comprises providing a first verbal question and awaiting a verbal answer to be received prior to providing a second verbal question.

3. (Original) The method of claim 2, wherein the second verbal question is dependent upon the verbal answer received for the first verbal question.

4. (Original) The method of claim 3, further comprising:

after receiving a verbal answer to the second verbal question at the voice services node, generating a suggestion based on the verbal answer to the first and second verbal questions; and providing the suggestion from the voice services node over the voiced call to the real estate seller.

5. (Cancelled)

6. (Previously Presented) The method of claim 1, wherein posting the listing data through a communications network comprises providing verbal information based on the listing data from the voice services node over a voiced call to a real estate customer.

7. (Original) The method of claim 1, wherein the voiced call is a landline call.

8. (Original) The method of claim 1, wherein the voiced call is a wireless call.

9. (Original) The method of claim 1, further comprising accessing an external listing service database of real estate information based on the listing data produced from the verbal answers, wherein the listing data includes an identifier of the real estate.

10. (Currently Amended) A method of assisting real estate purchases with automation utilizing verbal communication, comprising:

receiving verbal information from a real estate customer at a voice services node;

interpreting the verbal information to produce a query for real estate listing data through at least one of: speech recognition and natural language understanding;

converting the real estate listing data resulting from the query into verbal real estate listing information through at least one of: text-to-speech conversion and selection from pre-recordings; [[and]]

providing verbal real estate listing information from the voice services node to the real estate customer; and

based on the interpreted verbal information, accessing an electronic calendar of a real estate seller and an electronic calendar of the real estate customer and automatically scheduling an appointment between the real estate customer and real estate seller that accommodates both calendars.

11. (Original) The method of claim 10, further comprising:

providing a verbal question about a real estate listing from the voice services node to the real estate customer;

receiving a verbal answer to the verbal question from the real estate customer at the voice services node,

interpreting the received verbal answer to generate an additional query to the real estate listing data; and

providing verbal real estate listing information based on the listing data from the voice services node to the real estate customer.

12. (Original) The method of claim 11, wherein providing a verbal question about a real estate listing occurs in response to receiving a verbal question from the real estate customer and is based upon the verbal question.

13. (Original) The method of claim 10, further comprising:

receiving a verbal question from the real estate customer at the voice services node;
interpreting the received verbal question to generate an additional query to the real estate listing data; and
providing verbal real estate listing information based on the listing data from the voice services node to the real estate customer.

14. (Original) The method of claim 12, wherein receiving the verbal question from the real estate customer occurs while verbal real estate listing information is being provided from the voice services node to the real estate customer.

15. (Original) The method of claim 10, further comprising receiving the listing data from a real estate seller through a web page and storing the listing data in preparation for receiving queries.

16. (Original) The method of claim 10, further comprising receiving the listing data by receiving verbal information at the voice services node over a voiced call from a real estate seller and storing the listing data in preparation for receiving queries such that the real estate customer may access the listing data immediately after receiving and storing the verbal information from the real estate seller.

17. (Original) The method of claim 10, wherein the voiced call is a landline call.
18. (Original) The method of claim 10, wherein the voiced call is a wireless call.
19. (Original) The method of claim 10, wherein the verbal information from the real estate customer identifies a piece of real estate and wherein the query for real estate listing data obtains data relative to the identified piece of real estate.
20. (Original) The method of claim 10, wherein the verbal information identifies preferences of the real estate customer, and wherein the query for real estate listing data obtains an identification of one or more pieces of real estate based on the preferences.
21. (Original) The method of claim 20, wherein providing verbal real estate information comprises providing verbal directions to the location of the one or more pieces of real estate.
22. (Cancelled)
23. (Original) The method of claim 10, further comprising:
determining a location of the real estate customer based on the real estate customer accessing a communications network, and wherein interpreting the verbal information to produce a query for real estate listing data further comprises including the location of the real estate customer in the query.

24. (Previously Presented) The method of claim 10, further comprising providing visual real estate listing information and directions to the real estate customer in addition to the verbal real estate listing information from the voice services node.

25. (Currently Amended) A system for assisting real estate sales with automation utilizing verbal communication, comprising:

a voice services node that provides verbal questions based on question data to a real estate seller in a voiced call, receives verbal answers from the real estate seller, and interprets the verbal answers to produce answer data through at least one of: speech recognition and natural language understanding, wherein the question data includes at least one of textual data and a set of pre-recordings, and wherein the set of verbal questions are derived from the question data through text-to-speech conversion if the question data is textual;

a listing database containing listing data; and

a network-based computer implemented application that provides the question data to the voice services node, receives the answer data from the voice services node and stores the answer data as listing data in the database where it is accessible for real estate customers.

26. (Original) The system of claim 25, wherein the voice services node also receives verbal information from real estate customers, interprets the verbal information to produce query data, and provides verbal listing information to the real estate customer based on listing data, and wherein the network-based computer implemented application also receives the query data to produce a query of the listing data, and provides the listing data resulting from the query to the voice services node.

27. (Previously Presented) A system for assisting real estate purchases with automation utilizing verbal communication, comprising:

- a voice services node that receives verbal information from a real estate customer, interprets the verbal information to produce query data through at least one of: speech recognition and natural language understanding, and provides verbal responses to the real estate customer based on listing data, wherein the verbal responses are derived from the listing data through at least one of: text-to-speech conversion and selection from pre-recordings;
- a listing database containing listing data; and
- a network-based computer implemented application that receives query data from the voice services node to produce a query of listing data and that provides listing data resulting from the query to the voice services node.

28. (Original) The system of claim 27, wherein the voice services node also provides verbal questions based on question data to a real estate seller, receives verbal answers from the real estate seller, and interprets the verbal answers from the real estate seller to produce answer data, and wherein the network-based computer-implemented application provides the question data to the voice services node, receives the answer data, and stores the answer data as listing data in the listing database.